Step 2: Make Friends With Your Business Office

"What helped me the most was to sit down with staff from both Data Entry and Billing and observe the entire billing and reimbursement process. I was able to see how all of the steps in the process are interconnected."

– LT Diane Phillips, RD, LD, CDE
Santa Fe IHS

Just as you have a working relationship with your health care team, you will need to foster a cooperative relationship with your business office team, including the billing department, compliance officer, finance staff, and medical records coding department.

What should I do to form a relationship with the business office?

The following steps can help ensure that you form a good working relationship with your business office:

- Introduce yourself to the business office team and meet the billing and coding staff.
- Ask permission to observe their data entry process. Ask for tips from business office, data entry, and medical records staff on how to properly document the information they need to submit claims.
- Ask, "What can I do to make business office processes easier?".
- Inform billing staff and coders about the MNT CPT codes to ensure that these are in the Resource and Patient Management System (RPMS). (Please refer to "S tep 4: Learn More About CPT Codes and ICD-9 Codes for Reimbursement".)
- Adopt, adapt, or develop your own MNT referral form. (Please refer to Appendix C for an IHS MNT referral form.)
- Adopt, adapt, or develop your own " MNT super bill", which is a pre-printed form that itemizes and describes all services and fees. MNT super bills can facilitate accurate coding and billing of services. (Please refer to "Step 5: Document MNT Services" and to Appendix C for sample MNT super bills.)

- Work with your billing and information systems staff to develop a method of tracking claims and reimbursements. (Please refer to "Step 6: Track MNT Services and Reimbursement", Appendix A for common documentation errors and solutions, and Appendix C for a sample tracking form.)
- Get to know **CMS Form 1500 "Health Insurance Claim Form"**. Although you, as an RD, will not fill out this form, you need to be familiar with the data fields that the billing staff will complete. Depending on your business office's procedures, the business office will either file this form electronically or submit it on paper to request reimbursement. You can also obtain the form at the CMS website: www.cms.hhs.gov/home/medicare.asp (click on "Medicare", click on CMS Forms under "Medicare–General Information", click on "CMS Forms" on the sidebar, and scroll to "CMS 1500"). (Please refer to Appendix C for a sample CMS Form 1500.)